



FOCUS

FALL 2003

REPORT FROM CITY HALL

**SAN BRUNO
CITY COUNCIL**

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Ken Ibarra
Irene O'Connell
Jim Ruane

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Connie Jackson

Assistant City Manager
Steve Rogers

City Clerk
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City Treasurer
Karen Hornung

**City of San Bruno
Online Address:**
<http://www.ci.sanbruno.ca.us>

We welcome your comments.
Please call Steve Rogers,
Assistant City Manager, at
(650) 616-7051, or email him
at srogers@ci.sanbruno.ca.us.

City of San Bruno
567 El Camino Real
San Bruno, CA 94066

Up, up and away

Despite a slow economy, San Bruno remains busy with several key projects in the City.

Photograph #1 shows the construction progress of The Meridian Apartments at The Crossing / San Bruno (former U.S. Navy site) at El Camino Real and I-380. The larger structure on the left side of the photo shows the parking garage, which will be wrapped by the living units so that the garage will not be seen by the general public. When completed in late 2004, this first phase of construction will contain 300 apartments, 60 of which will be designated for lower income tenants. A private recreational facility is also included in this initial phase. Future phases of development include an upscale restaurant, senior assisted housing, additional residential units, and a hotel.

Photograph #2 shows the start of construction of three model homes at the Marisol housing development on property formerly owned by Skyline College. The models should be finished later this year, with the start of construction of the remaining 112 houses scheduled for 2004. Walking trails and a small tot lot are also part of the development.

Photograph #3 shows a vacant site - and that's good news. The new owners of the property at the northeast corner of San Bruno Avenue and Glenview Drive have been working cooperatively with the City and the Redevelopment Agency to clear the abandoned gas station that was one of the most prominent eyesores in town. No plans have yet been filed for the site, but the owners have indicated that they are considering a medium-density townhouse development for the site.



PRST STD
U.S. POSTAGE
PAID
SAN BRUNO, CA 94066
PERMIT # 84

Postal Customer

Caltrain grade separation project moves forward

Tragedically, and even with warning devices in place, several fatal accidents have occurred at the San Bruno grade separation in recent years. Following a fatal accident on March 4, 2000, citizens concerned with safety requested that the City Council address the hazards associated with the at-grade railroad crossings in San Bruno. As a result, the City Council formed a Caltrain Safety Ad Hoc Committee of two Councilmembers to work with Caltrain staff to investigate ways to make the crossings safer.

In May 2001, Caltrain came back to the City Council with a presentation that they had prepared after working with the Ad Hoc Committee. Caltrain proposed five alternatives for grade separating crossings: one to lower the railroad through town, and four others that would partially lower the streets while also elevating the tracks.

Fifteen months later, after a July 17, 2002, Town Hall Meeting and opportunity for public comment, the City Council supported an alternative that would partially depress some of the roadways but otherwise have elevated railroad crossings at San Bruno Avenue, San Mateo Avenue, and Angus Avenue. The option will also construct a new station near San Bruno Avenue.

Concurrent with the City Council support for this alternative, a 15-member Citizens Advisory Committee was appointed by Council to work with Caltrain staff to develop a Project Study Report and refine the preliminary design around the selected alternative.

Over the course of six months and ten public meetings, the Citizens Advisory Committee finished the Project Study Report. This dedicated effort addressed a number of issues, including improved vehicular and railroad traffic, pedestrian crossings, minimizing the height of the elevated railway, maintaining existing on-street parking, final embankment wall appearance, access by mobility-impaired persons, construction impacts such as project phasing, noise

and dust, weekend and night work, and access for emergency vehicles.

The Citizens Advisory Committee's input resulted in the following project recommendations:

1. In order to minimize the height of the elevated railway while maintaining access for emergency vehicles during construction, San Bruno Avenue should be lowered approximately 5.5 feet, San Mateo Avenue lowered approximately 3 feet, and Angus Avenue approximately 1-3 feet. Lowering the streets further was not possible because of the buried BART subway.

2. Reconfigure streets to improve vehicular traffic flows while balancing the needs and safety of pedestrians.



3. Provide wide pedestrian undercrossings at three locations: Scott Street, Euclid Avenue/Walnut Street, and just south of Sylvan Avenue.

4. Provide access to the station by way of a combination of stairs, ramps and elevators for passengers including the mobility-impaired.

5. Provide wide bridge openings at San Bruno, San Mateo, and Angus Avenues to accommodate wide pedestrian access and a feeling of openness.

6. An open bridge structure between San Bruno Avenue and San Mateo Avenue is preferred.

7. Relocation of the San Bruno Station over the San Bruno and San Mateo crossings.

8. Locate the shoofly (temporary detour tracks) on the east side of the tracks.

9. Minimize the loss of on-street parking.

10. Contain the construction lay-

down area largely within the former San Bruno Lumber site.

11. Maintain station operations during construction.

12. Continued CAC participation during the detailed design phase, with emphasis on participation in the two areas of Mechanically Stabilized Earth (MSE) wall appearance and new station architectural treatment.

In addition to the public safety benefits, the project affords a unique opportunity to both the community and the railroad to achieve many other long-term improvements that would otherwise be difficult, if not impossible, to achieve. These include a reduction in overall noise (no more train horns and crossing gate bells), improved traffic circulation due to elimination of the at-grade railroad crossings, including significant roadway modifications and improvements to San Bruno Avenue, Huntington Avenue, San Mateo Avenue, and Angus Avenue adjacent to the rail corridor, and improvements to overall storm water drainage in the area.

The total project cost is estimated at \$92 million, with funding from a variety of sources, including the San Mateo County Transportation Authority (half-cent sales tax, Measure A funds), State of California Public Utility Commission (grade crossing grant funds), and the Peninsula Corridor Joint Powers Board (JPB). The project is estimated to take two and a half years to build and would start with utility relocations that could commence as early as January 2005.

The completed Project Study Report was made available for public comment and formally presented to the San Bruno City Council on July 22, 2003. On September 9, 2003, the City Council adopted a resolution in support of the project and requested that Caltrain proceed expeditiously with the development of final plans and specifications. A copy of the Project Study Report is available for public review at the San Bruno Public Library. There is also a link to an electronic version of the report located on the City's Web site at www.ci.sanbruno.ca.us.

Redevelopment news

The San Bruno Redevelopment Agency has established three programs to improve residential neighborhoods and revitalize commercial districts in the Redevelopment Project Area. The programs are administered by the Community Development Department and are in the early stages of implementation. We will report their progress in future issues of FOCUS. If you would like more information about any of the programs described below, contact Mark Sullivan, Housing and Redevelopment Manager, at 650-616-7076 or email at msullivan@ci.sanbruno.ca.us.

Building Façade Improvement Program

This program offers property owners and/or business tenants the opportunity to apply for matching grants to upgrade their building façades. Grant amounts range from a minimum of \$1,500 to a maximum of \$20,000, based on the length of the façade. The program prioritizes Downtown in order to build on recent redevelopment efforts, including the Streetscape & Parking Modifications Project. In July, staff distributed informational flyers to businesses along The Avenue, making site visits to merchants, and mailing flyers to property owners. The response was very encouraging: eight owners are actively planning façade improvements, seven are interested but requesting design guidance, and eight are interested but undecided and want time to consider their options.

Home Ownership Program

This program is designed to provide first-time homebuyers who live or work in San Bruno with down-payment assistance loans to purchase a home in the Project Area. Applicants must have a household income that is under 120% of the county median income, currently \$109,800 for a family of four. There are 1,300 homes in the Project Area, so there is plenty of inventory. The Agency is also working with the San Mateo Community College District to combine assistance to potentially assist teachers at Skyline College. The Agency sponsored an employer focus group at City Hall in May to inform businesses about the program, attracting about 18 employers. Two homebuyer seminars were held at the Recreation Center this spring, attracting a total of about 100 people. Upcoming homebuyer seminars (Admission is FREE, but space is limited, so reservations are required; contact Mark Sullivan at the number above):

- Saturday, October 4, 2003, from 9:00 a.m. to 1:30 p.m. at the SamTrans Building - Auditorium, 1250 San Carlos Avenue, San Carlos
- Saturday, October 18, 2003, from 10:30 a.m. to 2:00 p.m. at the San Bruno Recreation Center

Residential Rehabilitation Program

This program is designed to assist low- and moderate-income homeowners in the Redevelopment Area to make home improvements ranging from emergency repairs to substantial rehabilitation. The Agency has received many inquiries, which staff is following up on, but no loans have been issued so far. An application to rehabilitate a home in the Belle Air Park neighborhood looks promising and should be completed in September. The Agency also coordinates with the San Mateo County Office of Housing, which has resulted in the rehabilitation of a home owned by a low-income elderly person in San Bruno, and the planned rehabilitation of a two-unit rental home, currently in the application process.

Change at the top

Please join us in welcoming Connie Jackson to San Bruno as our new City Manager. Connie was selected from over seventy qualified applicants to fill the position of City Manager upon the retirement of Frank Hedley. Connie was the City Manager of Fort Bragg, a tourist destination community of 7,200 residents and serving a regional service population of 20,000 located on the oceanfront of northern California.



During Jackson's tenure as City Manager in Fort Bragg, she provided leadership in the day-to-day operations of the city, successfully completed strategic planning for their downtown revitalization, established fiscal stability with elimination of a \$600,000 General Fund deficit, implemented long-term capital improvement programs, and developed a new management team focusing on customer-oriented quality public service delivery.

Prior to joining Fort Bragg in January 2000, Connie served as the Assistant City Manager in the city of Hercules and as the Assistant Executive Director of the Hercules Redevelopment Agency.

Connie is happy to be back in the Bay Area with her family and is in the process of relocating to San Bruno. She is quickly learning her way around City Hall and familiarizing herself with the various City departments and services. San Bruno welcomes you, Connie!

Fire Department celebrates 50

Since 1954, school children in San Bruno have submitted entries into the Fire Department's annual Fire Poster Contest. Artwork completed by the children, with a theme of fire safety, helps the department commemorate "Fire Prevention Week" activities in our community. This program is part of the overall efforts by the Fire Department to provide fire and life safety education for the young people in San Bruno.

This is a special year because we are celebrating 50 years of a unique fire prevention activity and the partnership between the schools and the Fire Department. We decided to take a look back on the history of the event and its origins.

In 1954, the City of San Bruno had a Fire Commission, made up of mostly volunteer firefighters or former volunteer firefighters. This Commission promoted the Fire Department, which consisted of one Fire Chief, two Fire Captains, and nine Firefighters. Fire Commissioner Ted "Frenchy" Francoeur was a real fire buff, and he suggested the department hold a fire prevention poster contest. The idea was met with great enthusiasm, and the newest firefighter was selected to get the program started.

New firefighter recruit Harper Petersen had just returned from military service in Korea, was the youngest member of the department, and on his year of probation as a new firefighter. He spent many off-duty hours approaching the schools and getting the program in place. Seven schools were involved that first year: Belle Air, Decima Allen, Edgemont, El Crystal, North Brae, St. Robert's, and Parkside.



The first Fire Poster Contest, featuring Fire Chief Joseph Senger and the award winners. This photo was taken at the Fire Station, which was then located at 720 San Mateo Avenue in San Bruno. Can you identify the children in this photo? If so, please call the Fire Department's business line at (650) 616-7096.

Hundreds of posters were submitted and then judged by the Fire Chiefs in San Mateo County. Twenty-four winners were selected at each school, three from each grade. A total of 168 winners were presented with ribbons during the awards ceremony, held at the original fire station located on San Mateo Avenue. Included for the winners was a ride on the fire engine.

In 1955, the program was the same, and in 1956, former firefighter recruit Harper Petersen was appointed to the position of Fire Inspector. He was put in charge of the contest, and he streamlined the program. The program was very successful with hundreds of posters submitted. From 1956 until 1961, the awards were presented at the Decima Allen cafeteria and then later at the Parkside auditorium.

In 1962, the event moved to the Capuchino High School Theater for the awards ceremony, and it is still

held in this location today. As San Bruno grew and the number of schools increased, the contest became even larger. In the 1960s, the follow-



Fire Chief Harper Petersen with the children. Can you identify the children in this photo? If so, please call the Fire Department's business line at (650) 616-7096.

50th annual fire poster contest



The 1958 Fire Poster Contest Awards Ceremony at Parkside.

ing schools were added: Crestmoor Elementary, John Muir, Carl Sandburg, Rollingwood, Saint Thomas Lutheran, Portola, Pacific Heights, Highlands Christian Academy, and Monte Verde. In addition to the awards ceremony, posters

were put on display at downtown stores, and when the Tanforan Shopping Center was built the posters were also displayed in the mall.

The contest continued with great participation and success through the 1960s, 1970s, and 1980s, due to the hard work and dedication of Harper Petersen, who served as Fire Chief from 1976 to 1985. Countless mem-

bers of the San Bruno community recall with fondness the childhood memories of Chief Petersen visiting the classrooms to teach fire prevention safety and to review our posters.

As a matter of fact, there are two current City Council members and eleven current members of the Fire Department who participated in the contest in their younger days. Mayor Larry Franzella and Councilmember Irene O'Connell were participants. Fire Department participants include Acting Fire Chief Dan Voreyer, Battalion Chiefs Pat Sweeney and Joe Schaukowitch, Captain Mike Novelli, Acting Captains Phil Wargo and Dennis Mitchell, Firefighter Paramedics Dave Cresta, Scott Waldvogel, Fred Garcia, Pano Dedes, and Secretary Gary Carson.

In 1986, Fire Chief Tom Ott, the former Fire Marshal, headed the program. Through the remainder of the 1980s and the 1990s, the program was a familiar event during Fire Prevention Week in San Bruno. Many classes also visited the fire stations during the week as part of the emphasis on fire safety education. The successful program has continued until this year, when we mark the 50th anniversary of the event.

This year, we invite the public to attend the 50th anniversary of the contest. The event will be held at the Capuchino High School Theater on Friday, October 10. Doors open at 6:00 p.m. when posters will be displayed, and the awards ceremony will start at 7:00 p.m. Photos from years past will also be on display, and family and friends can reminisce about their participation in this uniquely San Bruno event.



and their posters at a Fire Poster Contest in the late 1970s. Do you know the exact business line at (650) 616-7096 with this information.

The REACT Task Force, a regional approach to high-tech crime

The Rapid Enforcement Allied Computer Team (REACT), which is funded by the California State Office of Criminal Justice Planning, is a multi-jurisdictional task force consisting of 16 local, state, and federal law enforcement agencies covering Alameda, San Francisco, San Mateo, Santa Clara, and Santa Cruz counties, whose focus is on technology crime investigations. The Federal Bureau of Investigation (FBI) is the designated lead agency.

The Peninsula REACT office was opened with the objective of reducing the Peninsula's high-tech crime by attacking the problem throughout the greater Bay Area. The Peninsula

REACT Task Force, which includes an investigator from the San Bruno Police Department, investigates the following crimes and offers the following services to law enforcement agencies:

- Investigation of major computer and component thefts from high-tech manufacturers and businesses
- Investigation of large-scale identity thefts, where the majority of fraud involves the Internet, network access, or other sophisticated computer technology
- Investigation of the counterfeiting of computer software and computer components
- Investigation of Internet crimes, such as network intrusions, financial

crimes, data destruction, and large-scale Internet auction fraud

- Provide technical expertise and assistance in preparing search warrants, seizing computers, analyzing and copying computer data
 - Provide training for line officers and investigators in high-tech courses
- REACT has the expertise and training that is needed to investigate technology related crimes on a regional basis. In 2002, REACT recovered property totaling over \$458,000,000, issued 153 search warrants, made 125 arrests, participated in 18 law enforcement assists and 23 undercover operations, and performed 151 forensic examinations.

Identity theft — It's getting personal

Identify theft and identity fraud are two of the fastest growing crimes in the United States. Identity theft and fraud occur when someone gains access to another person's Personal Identifying Information, such as a person's name, driver's license or identification number, account number, credit or debit card number, in combination with any required security code, access code, or password that would permit access to an individual's financial account, enabling them to commit fraud.

A lost or stolen wallet or purse is a gold mine of information for identity thieves. They use information found in your wallet, purse, vehicle, discarded trash, or mail, including but not limited to credit cards, checks, Social Security Card, even health insurance cards, to establish new accounts in your name.

According to the Attorney General, victims of identity theft must act quickly to minimize the damage; therefore, expeditious notification of possible misuse of a person's personal information is imperative.

If your wallet or purse is stolen, the Federal Trade Commission sug-

gests that you:

- File a report with the police immediately. Get a copy in case your bank, credit card company, or insurance company needs proof of the crime.
- Cancel each credit and charge card. Get new cards with new account numbers.
- Call the fraud departments of the major credit reporting agencies: Equifax (800) 525-6285; Experian (888) 397-3742; Trans Union (800) 680-7289. Ask them to put a "Fraud Alert" on your account and add a "Victim's Statement" to your file requesting that creditors contact you before opening new accounts in your name.
- Ask the credit bureaus for copies of your credit reports. Review your reports carefully to make sure no additional fraudulent accounts have been opened in your name or unauthorized charges made to your existing accounts. In a few months, order new copies of your reports to verify your corrections and changes, and to make sure no new fraudulent activity has occurred.
- Report the loss to your bank if your wallet or purse contained bank account information, including account numbers, ATM cards or checks.

- Get a new ATM card, account number, Personal Identification Number (PIN) or a password.
- Report your missing driver's license to the Department of Motor Vehicles Drivers License/Identification Card Fraud Hotline toll-free at 1-866-658-5758, or e-mail the information to: dlfraud@dmv.ca.gov.
- Change the locks on your home and car if your keys were taken. Don't give an identity thief access to even more personal property and information.

If you've been a victim of identity theft, file a complaint with the FTC by contacting the FTC's Identity Theft Hotline by telephone: toll-free 1-877-IDTHEFT (438-4338); TDD: (202) 326-2502; by mail: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580; or online: www.consumer.gov/idtheft. Ask for a copy of *"ID Theft: When Bad Things Happen to Your Good Name,"* a free comprehensive consumer guide to help you guard against and recover from identity theft.

City Council approves \$11.7 million for capital projects

A total of \$11,728,000, for 25 capital improvement projects, was approved by the City Council for the City's Capital Improvement Program for the 2003-04 fiscal year. The Capital Improvement Program provides funding each year for capital projects designed to preserve and enhance the City's infrastructure of buildings, streets, and other public facilities. The program addresses the various long-term needs for water and wastewater facilities, traffic circulation, and building, technology, and equipment improvements.

While the City Council approved funding for 2003-04, the budgetary process reviewed the capital improvement requirements of the City over the next five years. The five-year Capital Improvement Program identified 71 needed projects with a total cost of \$94,636,000.

The 2003-04 Capital Improvement Program, approved by the City Council, includes the following project highlights:

Opticom Traffic Signal Priority Control System. This project provides for equipping all fire and police emergency response vehicles with the ability to control traffic signal activation at intersections. It includes the installation of a new signal at the main fire station to stop traffic on El Camino Real.

Neighborhood Water Main Replacement Program. This project funds the replacement of deteriorated and inadequately sized water mains on a neighborhood-by-neighborhood basis. The water mains in many areas of the City are nearing the end of their useful life and, in some cases, are over 70 years old.

Pipeline to Combine Pressure Zones 3, 4 & 5. This project will provide for construction of a waterline between the Commodore Well and Pump Station #1, and eventually to the proposed Tank #11. Completion of this project will allow the City to reduce the reliance on water purchases

from the SFPUC.

Sneath Lane Trunk Sewer. This project will provide for the replacement of about 4,500 feet of existing sewer piping along Sneath Lane between Cherry Avenue and El Camino Real. It will help eliminate sanitary sewer overflows and comply with the Cease & Desist Order issued by the Regional Water Quality Control Board.

Belle Air Phase II Sewer Project. This project will construct 1,600 feet of 24-inch sewer main to connect the downstream end of the Lomita Outfall Project to the proposed Angus Connector Sewer Project.

El Camino Real/Sneath Intersection Improvements. The

scope of this project consists of widening El Camino Real from the Hwy 380 off-ramp to Sneath Lane. The improvements will include modifications to the existing traffic lane configuration, widening El Camino Real along the Tanforan frontage, and the extension of the right-turn pocket for the westbound I-380 off-ramp.

The adopted Capital Improvement Program Budget, and the Two-Year Operating and Enterprise Budgets are available for public review in the City Clerk's Office and at the Public Library. If you have any questions regarding the budgets, or City finances, please call Jim O'Leary, Finance Director, at 650-616-7023.

International premium channels on Digistar

With the deployment of San Bruno Municipal Cable Television's "Digistar" digital television service, customers were not only provided with the opportunity to receive scores of new programming like The Golf Channel, National Geographic, Tech TV, and Style, they also now had the capability of subscribing to International Premium services which are not available on analog television.

"Digistar" brings with it the opportunity to meet the viewing interests of the various ethnic and culturally diverse groups and individuals within San Bruno. "Digistar" offers 12 "International Premium Channels," including:

- The Filipino Channel
- CCTV4 (Mandarin Programming)
- PTV (Mandarin Programming)
- SBN (Vietnamese Programming)
- TV Japan
- TV Asia (Hindi Programming)
- ZEE TV (Hindi Programming)
- TV5 (French Programming)
- ART (Arabic Programming)
- RAI (Italian Programming)
- Russian TV Network
- MBC (Korean Programming)

In order to receive any of the "Digistar" International Premium Channels, a customer must first subscribe to the "Digistar" Basic Programming service. "Digistar Basic" includes the 69 channels featured in our "Preferred" analog service plus 23 more television channels and 45 channels of digital music. That's a total of almost 140 channels, all for \$49.13 per month. The price for the International Premium Channels ranges from \$10.45 - \$26.20 per month. Call today to order these great services at 650-877-8889.

Focus on ... your questions

FROM PUBLIC WORKS-WATER DIVISION

Q: I understand the City is changing the way our water is disinfected. Why?

A: Yes, this is happening for the following reasons. The new disinfectant, chloramine, is a better choice as a final disinfectant than chlorine alone because chloramine produces lower levels of disinfectant by-products like trihalomethanes, suspected carcinogens that form when chlorine mixes with natural organic substances in water. The conversion will enable San Bruno to comply with more stringent regulatory standards (present and anticipated). Chloramine is more stable than chlorine and lasts longer in the distribution system. This provides increased protection from bacterial and viral contamination.

Q: When is this change going to occur?

A: The conversion date has now been set for February 2, 2004.

Q: What do I need to do to prepare my household for chloramine?

A: If you have fish or amphibians, you will need to make sure that your tank filters will remove chloramine. Chloramine cannot be removed from water by boiling, adding salt, or letting water stand in an open container.

Home dialysis patients should work with their dialysis facility and physician to make necessary adjustments to their equipment.

The City has set up a special telephone line, (650) 616-7068, and a special Web site (<http://san-brunowater.ca.gov>) to answer other questions about chloramine. Information on the Web site is also available in Spanish, Tagalog, and Chinese.

FROM SAN BRUNO CABLE TELEVISION

Q: It seems like every year my cable bill goes up in price. Why?

A: While other factors are involved, the primary factor that the City Council faces each year is the rising cost of programming. If you subscribe to San Bruno Municipal Cable Television's "Preferred" level of service, you receive 45 satellite-delivered programming services. In order to bring you those services, San Bruno Municipal Cable Television must pay programming providers like ESPN, Lifetime, Disney, and Animal Planet. The monthly license fees for each of the channels vary from \$.10 to well over \$2.00 per subscriber. When just two of the channels raise their license fees by more than a total of \$1.52 per subscriber per month, you can see how difficult it can be to hold down cable service prices. During the twelve months beginning July 1, 2003, San Bruno Municipal Cable Television expects to pay more than \$2.5 million in license fees to bring you the channels you want to watch.

Q: There are a lot of channels I never watch. Why do we have to have them in the channel lineup?

A: There are actually two answers to that question! The first one has to do with the channels found in the lower portion of our programming lineup. Federal Communications Commission (FCC) regulations require San Bruno Municipal Cable Television to offer any channels that are licensed to broadcast in our specific market. That means that all of those local channels that you could possibly receive without cable must be offered by the cable system. Those channels include the large network affiliates like Fox 2, KNBC, KPIX, and KGO as well as the smaller, local, and independent broadcasters like KCSM, KBHK, and KBWB.

The second answer revolves around the satellite-delivered services, or "cable" channels, as they are called. The inclusion of those channels in the lineup are determined by viewership ratings and contractual requirements made by major networks such as NBC, Fox, CBS, and ABC to carry other of their programming products. For example, in order to carry local ABC affiliate KGO, we are required to carry a number of ABC/Disney programming products. The same is true for the other major networks as well. The process is known as "retransmission consent." Therefore, carriage of several "cable channels" is mandatory.

If, by chance, new programming services arrive and appear to have a value to our system, we survey our customers to see if they would like the services added to the lineup, while at the same time sharing what the additional programming will cost.

Frequently Called Numbers (Area Code 650)

Building Permits
616-7076

Business Taxes & Licenses
616-7083

Cable TV
877-8889

City Clerk
616-7058

City Council
616-7060

City Manager
616-7056

Finance
616-7080

Fire - Business
616-7096

Graffiti Hotline
616-7141

Library
616-7078

Neighborhood Improvement
616-7074

Recreation
616-7180

Human Resources Division
616-7055

Parks
616-7195

Planning
616-7074

Police - Business
616-7100

Public Works/ Corp. Yard
616-7160

Public Works/ Engineering
616-7065

Senior Center
616-7150

Streets
616-7161

Utility Billing
616-7086

EMERGENCY
9 1 1